



Experian Activation Code: [Experian Activation Code]

April 4, 2008

Dear Georgia Families Member:

We are writing to let you know about an issue that exposed personal information of some of our members enrolled with WellCare. On March 28, 2008 we found out some files with personal information on some members were accidentally made available on the Internet.

These files may have personal information such as:

- Your name
- Birthdate
- Dates of eligibility
- Medicaid or PeachCare for Kids™ member identification numbers
- Social Security numbers
- Other information related to your health plan.

When we found this issue, we took immediate action to secure your information from more public access.

No credit card, debit card, or bank account numbers were in this information. We are also not aware that any of your information was misused.

We are letting you know so that you can decide what steps you would like to take. Here are some steps you can take.

- Review all credit card information
- Review other financial account information
- Watch your accounts for activity that may not be yours
- Contact the place where you have the account immediately if you notice anything wrong

Since some of your personal information may have been exposed, we are offering you one year of free credit monitoring. You can learn more about this on page 3 of this letter.



Choices for a Healthy Life



WellCare will *NOT* ask you to send your Social Security number. We would only ask for this type of information to verify identity when you call us.

If you received a written request from WellCare and it looks suspicious or you do not feel comfortable providing your personal information requested, please call our Member Services Department for assistance at the number below.

If you do get a phone call, e-mail or mailing to your home address requesting your Social Security number, it is not from WellCare. Please DO NOT provide this type of information.

Your privacy is important to us. We are sorry this happened. We are taking the proper steps to reduce the chance of this happening again.

Please call us if you have questions. You can reach us at 1-888-505-1189 (TTY/TDD: 1-877-247-6272). Call Monday through Friday from 7am to 7pm Eastern.

Sincerely,

WellCare of Georgia





Credit Monitoring Offer and Other Precautionary Measures

Because some of your personal information may have been exposed, WellCare is offering to assume the cost for one year of credit monitoring for you. We have arranged with ConsumerInfo.com, Inc., an Experian® company, to provide you with one year of credit monitoring, at no cost to you, subject to ConsumerInfo.com's terms and conditions.

The online credit monitoring product known as **Triple Alert**SM will identify and notify you of key changes in your three national credit reports that may indicate fraudulent activity. Your complimentary 12 month membership includes:

- Monitoring all three credit files with Experian, Equifax® and TransUnion® – everyday
- Alerts of key changes indicating possible fraudulent activity
- Monthly "No Hit" alerts, if applicable
- Dedicated team of fraud resolution representatives for victims of identity theft
- \$10,000 identity theft insurance provided by Virginia Surety Company, Inc. with no deductible

To access this service visit <http://partner.consumerinfo.com/wellcare> and enter the activation code provided on the first page of this letter. This web site will provide further instructions for registration. Should you not have internet access, please contact consumerinfo.com at 1-866-506-7888 for enrollment assistance and additional instructions. Your activation code will only work until September 30, 2008; after that date, WellCare's credit monitoring offer will expire.

Whether or not you choose to accept our offer of free credit monitoring, there are a number of additional precautions that you may consider:

- **You may periodically request a free credit report.** Every Georgia consumer, whether or not their data has been involved in a security breach, can receive two free reports every twelve months from each of the three national credit bureaus listed below. You should remain vigilant about suspicious activity and check your credit reports, as well as your other account statements, periodically over the next 12 to 36 months. You should immediately report any suspicious activity to the credit bureaus.
- **You may place a fraud alert on your credit file.** A fraud alert tells creditors to contact you before they open any new credit accounts or change your existing accounts. To place a fraud alert on your credit file, contact one of the three national credit bureaus at the numbers provided below.



Choices for a Healthy Life



- **You can place a “credit freeze” on your credit file**, so that no credit reports can be released without your approval. Please contact the three major credit bureaus below for more information. All bureaus charge a fee for this service.

To contact the three national credit bureaus, you can call the numbers below, or you can visit their websites for further contact information:

- Equifax 1-800-685-1111 www.equifax.com
- Experian 1-888-397-3742 www.experian.com
- TransUnion 1-877-322-8228 www.transunion.com



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